



METROPOLITAN  
CEMETERIES BOARD



# CODE OF CONDUCT



MAY 2013

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# A Message from the Chief Executive Officer of the Metropolitan Cemeteries Board



Peter Deague, Chief Executive Officer

To All Employees,

This Code of Conduct ('the Code') is intended to provide you with guidance on what to do and how to behave as a public sector employee in preserving and demonstrating a high degree of integrity and accountability to the community.

It outlines your obligations and responsibilities and provides you with practical everyday assistance on where to look for further information and what you are to do in relation to the ethical issues you will face as an employee of the Metropolitan Cemeteries Board (MCB) and the public sector.

It is your responsibility to familiarise yourself with the information and references in this Code. This is an essential part of both the process of delegation of authority within the MCB and the expectation placed on all staff.

This Code embodies the values of the MCB and embraces those behaviours that will build a better organisation committed to providing the highest levels of customer service.

I trust that you will apply the guidelines and principles contained in this Code and I commend this document to you.

Peter Deague

**CEO**

**Metropolitan Cemeteries Board**

13 May 2013

## Introduction

It is important that our employees, clients and all stakeholders believe in the integrity of the Metropolitan Cemeteries Board (MCB). This means that our way of doing business must be seen to be impartial (i.e. we operate in a fair and unbiased way).

The resources of the MCB must be managed efficiently and in a way that contributes to the achievement of our objectives as detailed in our Strategic Plan. As an employee of the MCB you can contribute to this, by ensuring that you undertake your duties to the best of your ability.

In your job you may be involved with information that is confidential or private. This information must only be used for the intended purpose and no other purpose.

It is important that you understand how to properly carry out your duties, which are mostly covered in your Job Description Form.

Generally people act honestly and with integrity; however, sometimes circumstances make it difficult to determine whether or not a particular action is appropriate or it may be that the situation you find yourself in is not covered by policy or procedures, or you are unsure what you should do. In these cases you should seek the guidance of your manager or supervisor.

It is not possible to detail every situation and describe the appropriate behaviour for each case, so this Code of Conduct sets out the principles for behaviour that should help you do your job in a way which provides the best possible service to the clients of the MCB, whilst also guiding you to the most appropriate policy or other appropriate guidance material.

It is necessary that the ethical values and behaviours contained within the Code are integrated into all aspects of our business and that these ethics are incorporated into the processes of strategic planning, decision-making, service delivery and policy development.

## Purpose of this Code

The purpose of the MCB's Code of Conduct is to promote the highest ethical and professional standards and to set out clearly the standards of behaviour expected of all MCB employees.

The Code provides guidelines to all employees in respect to appropriate behaviours and values in making decisions, dealing with customers and dealing with each other. The most relevant policies and guidance notes are also included to assist you.

## Our Vision

Achieving excellence in the provision of quality cemetery facilities and services.

## Our Mission

Delivering a caring and sensitive experience with burial, cremation and memorialisation services that reflect the community's values and beliefs.



## Our Values

We demonstrate our commitment to leadership in cemetery management to our staff, clients, stakeholders and the environment through these values:

- Compassion
- Respect
- Understanding
- Integrity

## Overview

As public sector employees, we all have the responsibility to act with integrity and in the public interest. This includes Board members, permanent employees, officers seconded to MCB, people employed under contracts, fixed term, casual employees, trainees and work experience students. Our Code defines the behaviour standards expected for all employees and is consistent with our values and the Public Sector Code of Ethics expressed in the following principles:

**Personal Integrity:** We act with care and diligence and make decisions that are honest, fair, impartial, and timely, and consider all the relevant information.

**Relationships with others:** We treat people with respect, courtesy and sensitivity and recognise their interests, rights, safety and welfare.

**Accountability:** We use the resources of the State in a responsible and accountable manner that ensures the efficient, effective and appropriate use of human, natural, financial and physical resources, property and information.

## Personal Behaviour

We treat each other and our customers and stakeholders with courtesy and respect and ensure our services are delivered in a polite, considerate and timely manner whilst applying the MCB's values and safety considerations in dealing with each other. As employees, when performing our official duties we:

- Act ethically and with integrity
- Are considerate and treat our colleagues and members of the public with respect and courtesy
- Are honest and impartial, making accountable decisions having considered all available information
- Act upon lawful instructions, and
- Take responsibility for our decisions and actions

*Relevant policies/instructions available on the MCB Intranet:*

- EEO Policy
- Prevention of Harassment and Inappropriate Behaviour Policy
- Grievance Policy
- Acceptable Behaviour and Misconduct Policy
- PSC's Integrity Coordinating Group resources – Conflict of Interest
- Mental Health and Wellbeing Policy
- OS&H Policy
- Alcohol and Drugs Policy
- Audio Devices Policy
- Social Media Policy
- Customer Service Charter
- Commissioner's Instruction No. 8 – Codes of Conduct and integrity training and the Conduct Guide

## Communication and Official Information

We ensure the integrity and security of documents and information and are careful to maintain confidentiality except where required by law or properly authorised.

As employees we:

- Disclose official information and documents in the course of our official duties only when properly authorised or as required by law
- Do not use official information for personal or commercial gain for ourselves or others
- Ensure any public comments, including those we make on social media and network sites, are made in our personal capacity, do not identify us as a board employee and do not contain official information
- Adhere to policies and directives regarding communication with Ministers, Ministerial Staff, Lobbyists and members of the media

*Relevant policies/instructions available on the MCB Intranet:*

- Media Management Policy
- Internet and Email Use Policy
- Information Security Policy
- Public Sector Commissioner's Circular – Government Intellectual Property Policy
- Government Intellectual Property Policy and Best Practice Guidelines
- Filming in a Cemetery Policy
- 102 Official Communication
- 711 Official Information
- 728 Media and Public Communications

## Fraudulent and Corrupt Behaviour

We conduct our business honestly and ethically and do not use our position to cause ourselves or others personal gain or disadvantage. We conduct our business in the public interest at all times. As employees we do not engage in wrongdoing, fraudulent or corrupt behaviour.

*Relevant policies/instructions available on the MCB Intranet:*

- Delegation of Authority Policy
- Public Interest Disclosure Information
- Acceptable Behaviour and Misconduct Policy
- PSC's Integrity Coordinating Group resources – Conflict of Interest
- Risk Management Framework
- Discipline Policy
- Authorised Secondary Employment Application
- Approved Procedure 5 – Approved Contractors for Services Procedures

## Use of Public Resources

We use assets, equipment and services with care, efficiency and consider the environmental impacts.

As employees we:

- Safeguard official resources while undertaking our duties
- Only use corporate credit cards and taxi vouchers for authorised work related purposes
- Do not use work time or public resources for personal or commercial gain

*Relevant policies/instructions available on the MCB Intranet:*

- Delegation of Authority Policy
- Acceptable Behaviour and Misconduct Policy
- Financial Management Manual
- Purchasing Procedures
- Purchasing Authorisation Limits
- Corporate Credit Card Procedures Manual
- Provision and Use of Mobile Phones Policy
- Request to Borrow Board Plant & Equipment Form
- Approved Procedure 5 – Approved Contractors for Services Procedures

## Record Keeping and Use of Information

We keep accurate and detailed records to demonstrate that our decisions are open, transparent and capable of review and release information on a need to know basis to the appropriate person in accordance with the relevant legislation, policies and guidelines.

*Relevant policies/instructions available on the MCB Intranet:*

- Electronic Records Policy
- Records Management Policy
- Information Security Policy
- Social Media Policy

## Conflicts of Interest and Gifts and Benefits

We undertake our work ensuring that we are not inappropriately influenced through our internal or external relationships.

As employees we:

- Identify, declare and appropriately manage any conflicts between our public duty and our personal interest (financial and non-financial)

- Declare all gifts, benefits and hospitality offered or received

*Relevant policies/instructions available on the MCB Intranet:*

- Authorised Secondary Employment Application
- Gift Decision Policy
- Gift Guidelines
- Reward and Recognition Policy
- Approved Procedures 7 – Attraction and Retention Strategies
- PSC's Integrity Coordinating Group resources – Conflict of Interest

## Reporting Suspected Breaches of the Code

We will report breaches of Code of Conduct without risk of reprisal, to the <sup>1</sup>Team Leader, Coordinator, Manager HR & Organisational Development, a Director or the Chief Executive Officer.

*Relevant policies/instructions available on the MCB Intranet:*

- Discipline Policy
- Public Interest Disclosure Information
- EEO Policy
- Prevention of Harassment and Inappropriate Behaviour Policy
- Grievance Policy

## Breach of the Code

As employees, we understand that a breach of this Code of Conduct may constitute a breach of discipline and be subject to disciplinary action and in some cases may be a criminal offence.

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<sup>1</sup> Supervisor means a person with supervisory responsibilities, i.e. Director/Manager/Coordinator/Supervisor/Team Leader



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